



DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
OFFICE OF THE STAFF JUDGE ADVOCATE
7090 ALABAMA AVENUE, BUILDING 1454
FORT POLK, LOUISIANA 71459

REPLY TO
ATTENTION OF:

AFZX-JAC

1 May 2011

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing a Household Goods Claim under AR 27-20, Chapter 11 with the Military Claims Office for depreciated value.

1. When the Transportation Service Provider (TSP) delivered your household goods, the TSP provided you with a DD Form 1840/1840R, Notice of Loss or Damage (pink form). This form officially notifies the TSP of your loss or damage items in your shipment. Use the DD Form 1840 side at delivery. After the TSP departs your residence, use the 1840R side to list all additional loss or damage.
2. All loss or damage **MUST BE REPORTED (ON THE DD FORM 1840/1840R) TO THE CLAIMS OFFICE WITHIN 70 DAYS OF THE DELIVERY DATE.** The Fort Polk Claims Office must submit your DD Form 1840/1840R to the TSP within 75 days of the delivery date to notify the TSP of your loss/damage. Failure to provide timely notice (within 75 days of delivery date) may result in nonpayment of your claim.
3. You must submit your claim within **TWO YEARS OF THE DELIVERY DATE.**
4. Use PCLAIMS at [https:// www.jagcnet4.army.mil/pclaims](https://www.jagcnet4.army.mil/pclaims) to submit your DD Form 1840/1840R and file your claim. Login with an AKO (Army Knowledge Online) user name and password. Contact the **AKO** help desk at 703-704-4357 (DSN 312-654-4357) if you do not already have an **AKO** username and password. If a Soldier's spouse uses his/her personal AKO to login, he/she must scan into PCLAIMS the authority to sign for the Soldier (e.g. Power of Attorney). For first time PCLAIMS users, the Soldier must create a personal profile.
5. A separate claim must be filed for each shipment (household goods / POV). Complete the General Tab, Item Tab, Shipment Tab, and Insurance/FRV Tab. While not required, the Attachment Tab benefits you and helps you provide additional documentation to substantiate the value of your claim.
 - a. **New Claim (General Tab)** – Complete this screen.
 - b. **Claim Item Details (Item Tab)** – Complete this screen. List the Item Name, Quantity, and Amount Claimed. Choose Missing or Damaged as appropriate. Answer Yes/No questions as

AFZX-JAC

SUBJECT: Instructions for Filing a Household Goods Claim under AR 27-20, Chapter 11 with the Military Claims Office for depreciated value.

appropriate. Click “Save Item.” You must enter the above information for each individual lost or damaged item.

c. **Shipment and TSP Details (Shipment Tab)** – Complete this screen and enter the Origin of Shipment, Destination of Shipment, PPGBL/order number, Pickup Date, Date of Delivery, SCAC, TSP /Contractor Name. Look at your **PCS Orders, DD Form 1299**(Application for Shipment), and **U.S. Government Bill of Lading** (If you had a local storage move, this would be replaced with a Service Order, DD Form 1164) to ensure you enter the above details accurately.

d. **Insurance/FRV Details (Insurance/FRV Tab)** – Complete this section only if you received payment from an insurance company or TSP for any item listed in the above Item Tab.

e. **Attachments (Attachment Tab)** – Scan and attach the **DD Form 1840/1840R** (pink form) **PCS Orders, DD Form 1299**, and **U.S. Government Bill of Lading**. The Fort Polk Claims Office recommends you attach the below documents:

Inventory - TSP provides this at pickup. If you cannot locate this form, contact the TSP or call the Fort Polk Claims Office for assistance.

Repair Estimates – You should obtain a repair estimate for all furniture damage over \$100.00. **ALL ELECTRICAL ITEMS** with internal damage **must** have an itemized estimate of repair from a qualified repair firm in order to be considered for payment. Most electronic repair firms in this area charge \$35.00 for a repair estimate. If the repair cost does not exceed the replacement cost, Army Regulations permit you to recover the repair cost and the repair estimate cost. The Fort Polk Claims Office will provide a list of Repair Shops and an Electronic Repair Form upon request.

Purchase Receipts - Purchase receipts, appraisals, photographs, etc. assist in substantiating the value of items over \$100.00. Without such substantiation, you may receive an amount considered fair and reasonable, i. e., an average price for a similar item.

Replacement Costs - Written statements from a store employee with name, phone number, store name and address, cost, and model and serial number of item and catalog or ad pages assist in substantiating the value of items over \$100.00.

f. **Declaration** – Read the Declaration and click “Yes I Agree” to proceed and file your claim. If you correctly completed the above steps, the “Thank you for creating the Claims through our Online System” Screen will appear. Click “Print this screen for my records” and save the print out for your records.

AFZX-JAC

SUBJECT: Instructions for Filing a Household Goods Claim under AR 27-20, Chapter 11 with the Military Claims Office for depreciated value.

6. For **PCLAIMS Technical Support**, contact the Information Technology Division help desk at 901 North Stuart Street, Suite 1202, Arlington, VA 22203. Telephone: 703-588-2560. Or email itdhelpdesk@jagc-smtp.army.mil.

7. **Do not discard damaged items** until 90 days after you receive payment on your claim. The Fort Polk Claims Office may inspect your damage items in order to resolve your claim. The TSP or the Defense Reutilization and Marketing Office may elect to retain the damage items unless you accept a loss of value for the item.

8. Contact the Fort Polk Claims Office at 337-531-2636/1576/1197. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630. We are closed on all Federal holidays. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. You may consult our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or visit our facebook page at “Fort Polk Claims Office”.

FOR THE STAFF JUDGE ADVOCATE: